

# Ask DDS Day



***DDS***  
***GEORGIA DEPARTMENT  
OF DRIVER SERVICES***



# Welcome

**RCD Director Kecia Bivins**



# **Business Centers, Facility Updates, & Veterans Marker**

**Deputy Commissioner Spencer Moore**

# Business Centers

- Computers provide a quick link website to common businesses that allow customers to print proof of address documents (Screenshot on next page)
- Currently deployed in the following CSCs:
  - Norcross, Lawrenceville, Sandy Springs, North Cobb, Savannah, Conyers, Lithonia, Forest Park, Decatur, Gainesville, Locust Grove, Cumming, Columbus, Carrollton, Macon, Augusta, Athens, Albany, Blue Ridge (In Process)



**Secure ★ Driver's License & ID**  
**New Documentation Requirements**  
*Effective - July 1, 2012*  
 Resulting from the Federal requirements of the Real ID Act

## Document Resource Links

PLEASE CLOSE THE BROWSER AFTER YOUR SESSION TO PROTECT YOUR INFORMATION.

### Banks



American Express

Bank of America.



Bank of America



Bank of North GA



BB&T



Best Bank



Chase



Citibank

### Utilities

Electric



A SOUTHERN COMPANY  
Georgia Power



Snapping Shoals



Blue Ridge Mountain EMC

Natural Gas



Commerce Energy



Fireside Natural Gas



Gas South

### Health Insurance



Aetna



Blue Cross Blue Shield



Cigna



Humana



Kaiser Permanente



United Healthcare

### State Resources



Georgia Tax Assessors



Secretary of State My Voter Page

### Federal Resources



Social Security



Homeland Security (I-94)

### Local Resources

Fannin County  
Board of Assessors

# DDS Facility Updates

Improvements at various  
Customer Service Centers:

- New CSC
  - Dade County
- Facility Upgrades
  - Forrest Park
  - Cobb County
  - Others

## Cumming CSC



# Veterans Marker

Began printing enhanced Veteran indicator on Permanent DL/ID on February 17<sup>th</sup> 2013.

Before



Veteran

## Changes

- U.S. Flag in upper Right corner
- BOLD RED FONT in all Capital Letters
- 1 Font Larger

Now





# Questions





# **Online Med Cert, eSkills, & MVN**

**PMO Director George Theobald**

# CDLIS Background

Commercial Driver's License Information System (CDLIS) was established by the federal government for the jurisdictions to adhere to certain minimum standards mandated by the Commercial Motor Vehicle Safety Act (CMVSA) of 1986.

Nationwide network that allows states to communicate

- One Driver – One License – One Record

Information technology platform

- Transmits conviction, disqualification and CDL driver history regardless of CDL Holder's state of residence.

# What is new about CDLIS?

Federal Motor Carrier Safety Administration has new rules requiring CDL holders to self certify their primary purpose for operating a commercial vehicle by January 30, 2014.

CDL holders certify into one of four different categories:

- Excepted Interstate;
- Excepted Intrastate;
- Non-Excepted Interstate;
- Non-Excepted Intrastate.

CDL holders who are certified on Non-Excepted Interstate or Non-Excepted Intrastate must maintain a valid DoT Medical Qualification card on file with their jurisdiction's licensing agency.

# How can Georgia CDL holders certify?

DDS offers several methods for CDL holders to self certify and if required, submit their U.S. DoT Medical Qualification card:

- **On-Line account at [www.dds.ga.gov](http://www.dds.ga.gov)**
- **Fax documents to 770-918-6251**
- **Mail to Department of Driver Services**

Attention: RM-CDL

Post Office Box 80447

Conyers, GA 30013

- **In person at any Customer Service Center**

DDS is required to downgrade commercial driving privileges of CDL holders who do not self certify by 1/30/2014.



# CDLIS Information

For more information on the Federal requirements, visit  
<http://www.fmcsa.dot.gov/rules-regulations/topics/medical/medical.htm>

# DDS e-Skills? What is it?

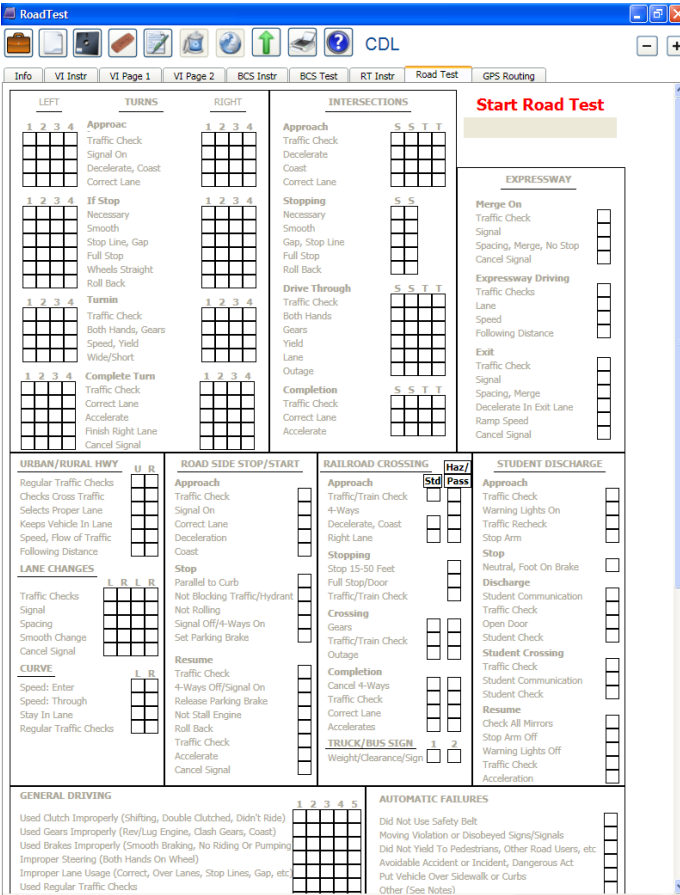
- A tablet based solution to improve grading of CDL skills test
- Funded by a Grant from FMCSA



# DDS e-Skills Advantages

Improved recording of actual results by

- Use of e-Forms to record information is a data ready format;
- Automated calculation of scores;
- Captures photograph of test applicant.



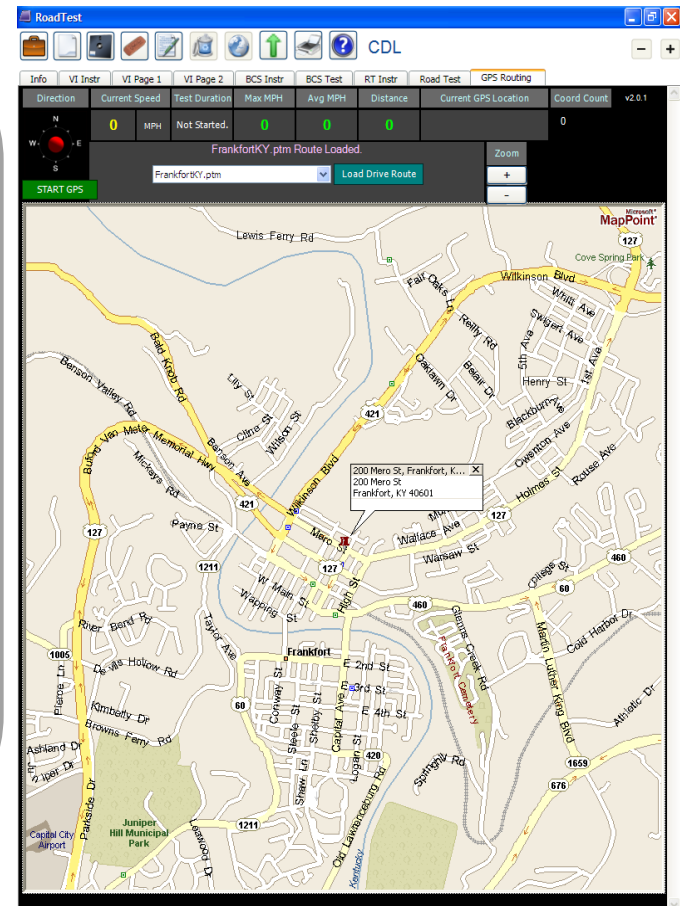
The screenshot displays the 'RoadTest' software interface, which is a comprehensive form for recording driving test results. The interface is organized into several sections, each with a grid of checkboxes for recording specific skills and observations. The sections include:

- LEFT TURNS:** Includes checkboxes for 'Approach' (Traffic Check, Signal On, Decelerate, Coast, Correct Lane), 'If Stop' (Necessary, Smooth, Stop Line, Gap, Full Stop, Wheels Straight, Roll Back), 'Turnin' (Traffic Check, Both Hands, Gears, Speed, Yield, Wide/Short), and 'Complete Turn' (Traffic Check, Correct Lane, Accelerate, Finish Right Lane, Cancel Signal).
- RIGHT TURNS:** Similar to the left turns section, with checkboxes for 'Approach', 'If Stop', 'Turnin', and 'Complete Turn'.
- INTERSECTIONS:** Includes checkboxes for 'Approach' (Traffic Check, Decelerate, Coast, Correct Lane), 'Stopping' (Necessary, Smooth, Gap, Stop Line, Full Stop, Roll Back), 'Drive Through' (Traffic Check, Both Hands, Gears, Yield, Lane, Outage), and 'Completion' (Traffic Check, Correct Lane, Accelerate).
- EXPRESSWAY:** Includes checkboxes for 'Merge On' (Traffic Check, Signal, Spacing, Merge, No Stop, Cancel Signal), 'Expressway Driving' (Traffic Checks, Lane, Speed, Following Distance), and 'Exit' (Traffic Check, Signal, Spacing, Merge, Decelerate In Exit Lane, Ramp Speed, Cancel Signal).
- URBAN/RURAL HWY:** Includes checkboxes for 'Approach' (Traffic Check, Signal On, Correct Lane, Deceleration, Coast), 'Stop' (Parallel to Curb, Not Blocking Traffic/Hydrant, Not Rolling, Signal Off/4-Ways On, Set Parking Brake), and 'Resume' (Traffic Check, 4-Ways Off/Signal On, Release Parking Brake, Not Stall Engine, Roll Back, Traffic Check, Accelerate, Cancel Signal).
- LANE CHANGES:** Includes checkboxes for 'Signal' (Traffic Checks, Spacing, Smooth Change, Cancel Signal).
- CURVE:** Includes checkboxes for 'Speed: Enter' (Through, Stay In Lane, Regular Traffic Checks).
- ROAD SIDE STOP/START:** Includes checkboxes for 'Approach' (Traffic Check, Signal On, Correct Lane, Deceleration, Coast), 'Stop' (Parallel to Curb, Not Blocking Traffic/Hydrant, Not Rolling, Signal Off/4-Ways On, Set Parking Brake), and 'Resume' (Traffic Check, 4-Ways Off/Signal On, Release Parking Brake, Not Stall Engine, Roll Back, Traffic Check, Accelerate, Cancel Signal).
- RAILROAD CROSSING:** Includes checkboxes for 'Approach' (Traffic/Train Check, 4-Ways, Decelerate, Coast, Right Lane), 'Stopping' (Stop 15-50 Feet, Full Stop/Door, Traffic/Train Check, Gears), 'Crossing' (Traffic/Train Check, Outage), and 'Completion' (Cancel 4-Ways, Traffic Check, Correct Lane, Accelerates, Weight/Clearance/Sign).
- STUDENT DISCHARGE:** Includes checkboxes for 'Approach' (Traffic Check, Warning Lights On, Traffic Redcheck, Stop Arm), 'Stop' (Neutral, Foot On Brake, Discharge, Student Communication, Traffic Check, Open Door, Student Check, Student Crossing, Traffic Check, Student Communication, Student Check, Resume, Check All Mirrors, Stop Arm Off, Warning Lights Off, Traffic Check, Acceleration), and 'Automatic Failures' (Did Not Use Safety Belt, Moving Violation or Disobeyed Sign/Signals, Did Not Yield To Pedestrians, Other Road Users, etc., Avoidable Accident or Incident, Dangerous Act, Put Vehicle Over Sidewalk or Curbs, Other (See Notes)).

# DDS e-Skills Advantages

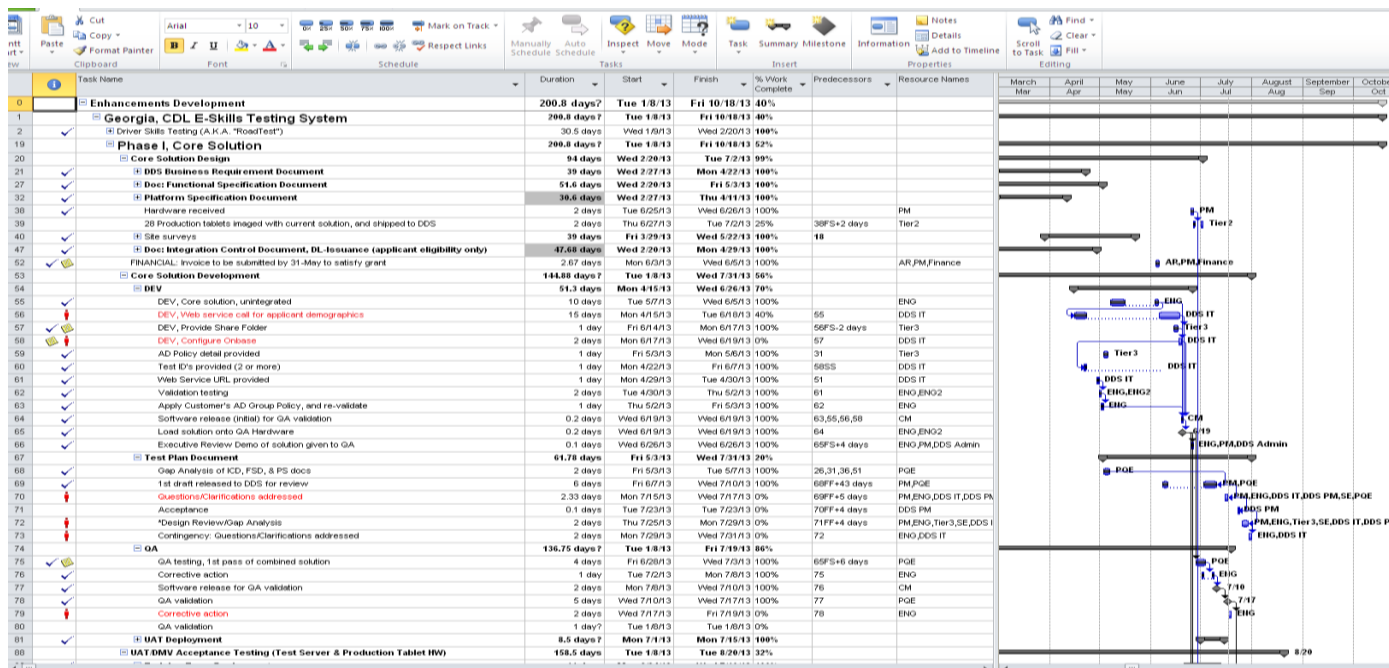
Improved recording of actual results by

- GPS tracking and recording of route and driving activity;
- Automates posting of scores to the applicant's record;
- Enhances logging and auditing of test administration.



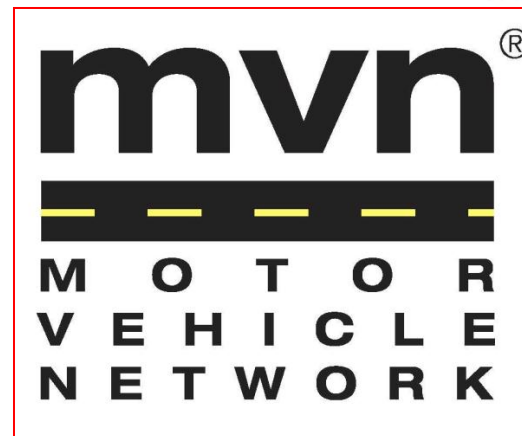
# DDS e-Skills schedule

DDS will begin piloting later this month, with all 7 CDL sites using by mid September.





and the



## A Public Private Partnership





# What is MVN?

- Digital signage designed for DDS offices to be used as a communications platform between the state and DDS customers.
- Updated information keeps customers occupied while they wait to be served.



# **MVN Digital Signage Features For DDS Offices**

- **Unobtrusive – No audio in our content.**
- **Appropriate number of monitors in each office.**
- **Live news updates, multi-lingual options and emergency messaging.**
- **In house production to create all the content specific to DDS offices.**
- **Sponsorship underwritten so no cost to tax payers.**



# Unobtrusive with Variety

- Every hour the MVN broadcast consists of:

70%

DDS or state information, MVN News and features including world news, national news, regional news, local weather, sports, people in the news, trivia.

30%

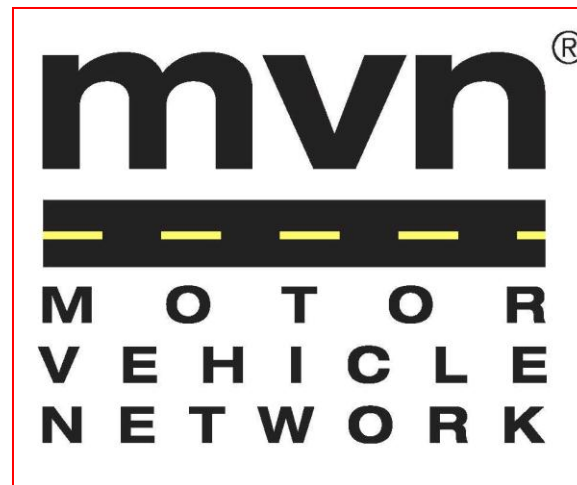
Unobtrusive sponsorship messages.

# **What Georgia DDS receives at no cost:**

- **Amber Alert and emergency messages.**
- **All necessary monitors and video equipment.**
- **All content creation and live news feeds.**
- **Amber Alert and emergency messages.**
- **All necessary monitors and video equipment.**
- **All aspects of MVN features from other states.**
- **Installation and maintenance.**
- **Any technological updates.**



and the



***A PARTNERSHIP FOR SUCCESS...***

# Vendor Contact Info

**Motor Vehicle Network  
1 Selleck Street Suite 1A  
Norwalk, Connecticut 06855**

**1-800-922-9933**

**[info@MVNetwork.com](mailto:info@MVNetwork.com)**



# Questions



# BREAK



# CDL Update

**RCD Deputy Director Tommy Grant**

# CDL Update



- Added CDL Unit under the Regulated Programs page of the DDS website.
- Updated the all of the certification applications.
- Certification applications may be submitted around the same time as getting fingerprinted.
- Reduced application processing time from 8 weeks to 3 weeks (CDL Instructor)
- Non-governmental Third Party Tester are required to obtain \$10,000 surety bond.

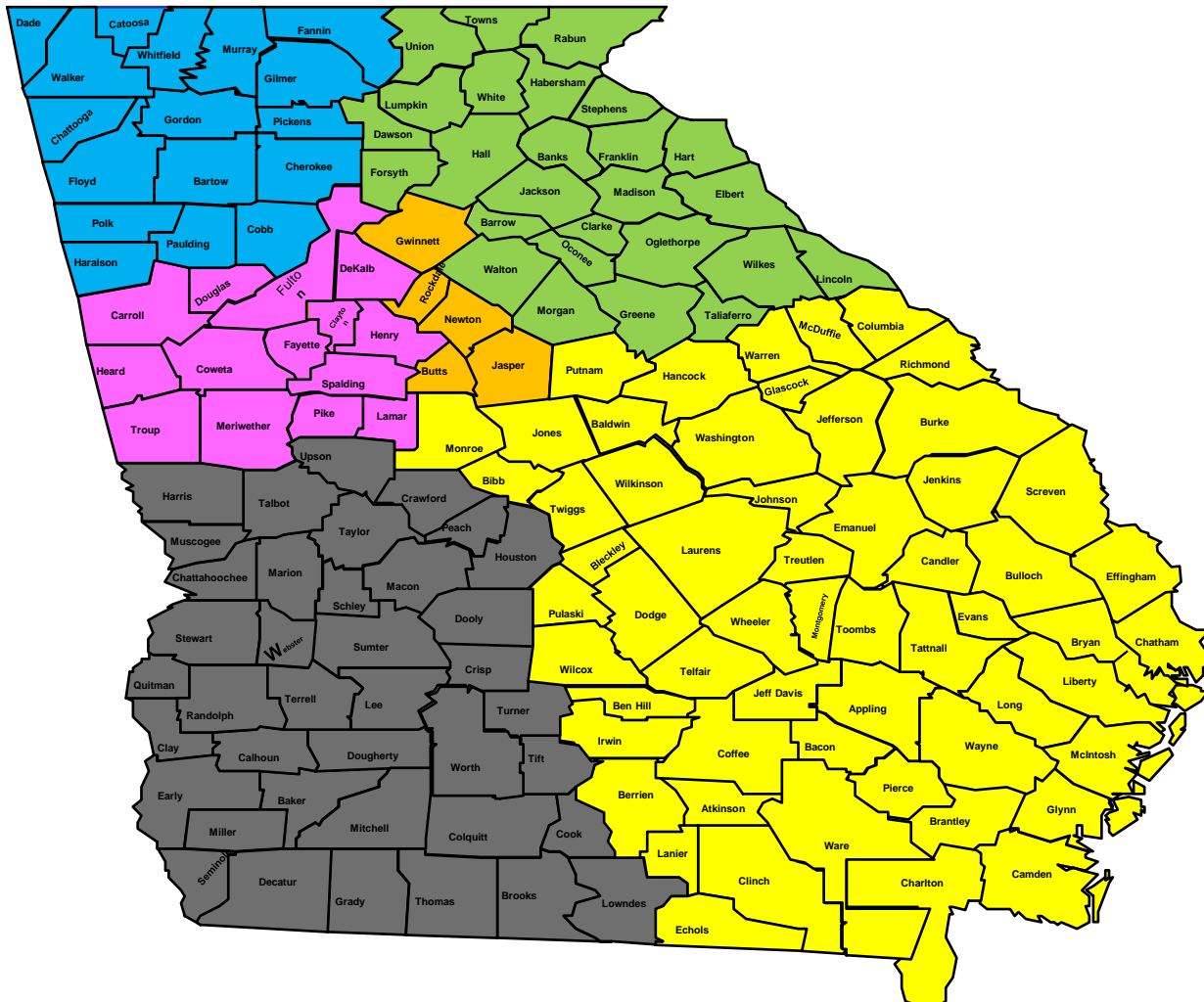


# CDL Update



- Certification Times for Third Party Tester and Examiner will be for 4 years.
- Updated the TPT Tester Agreement
- Third Party Tester and Examiners must submit a certification application and verifiable set of fingerprints for conducting a criminal history background check.
- Hired 2 new CDL Compliance Analysts.

# CDL Unit Areas of Assignment





# Questions



# Website Enhancements

CIO Tom McMurry

# Website Enhancements

## LIVE DEMO

# Website Enhancements

## iPhone/iPad App

Carrier



7:39 AM



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**Find a Service Center**



**Secure ID Checklist**



**Teen Drivers**



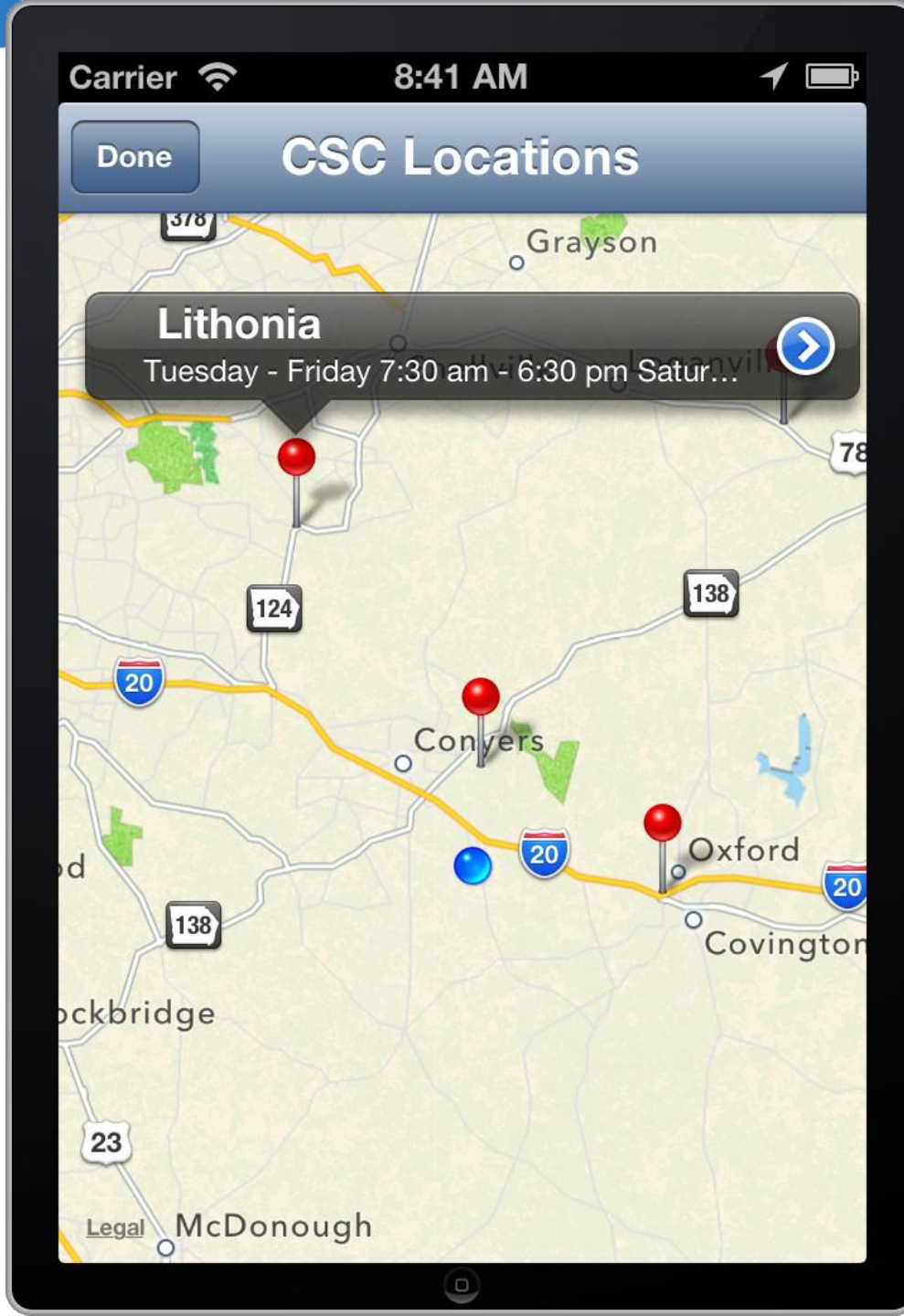
**Alerts and News**



**Forms and Manuals**



**DDS Videos**





Carrier



8:42 AM



## CSC Locations



**DDS**

GEORGIA DEPARTMENT  
OF DRIVER SERVICES

## CSC Address

8040 Rockbridge Rd, Lithonia, GA 30058



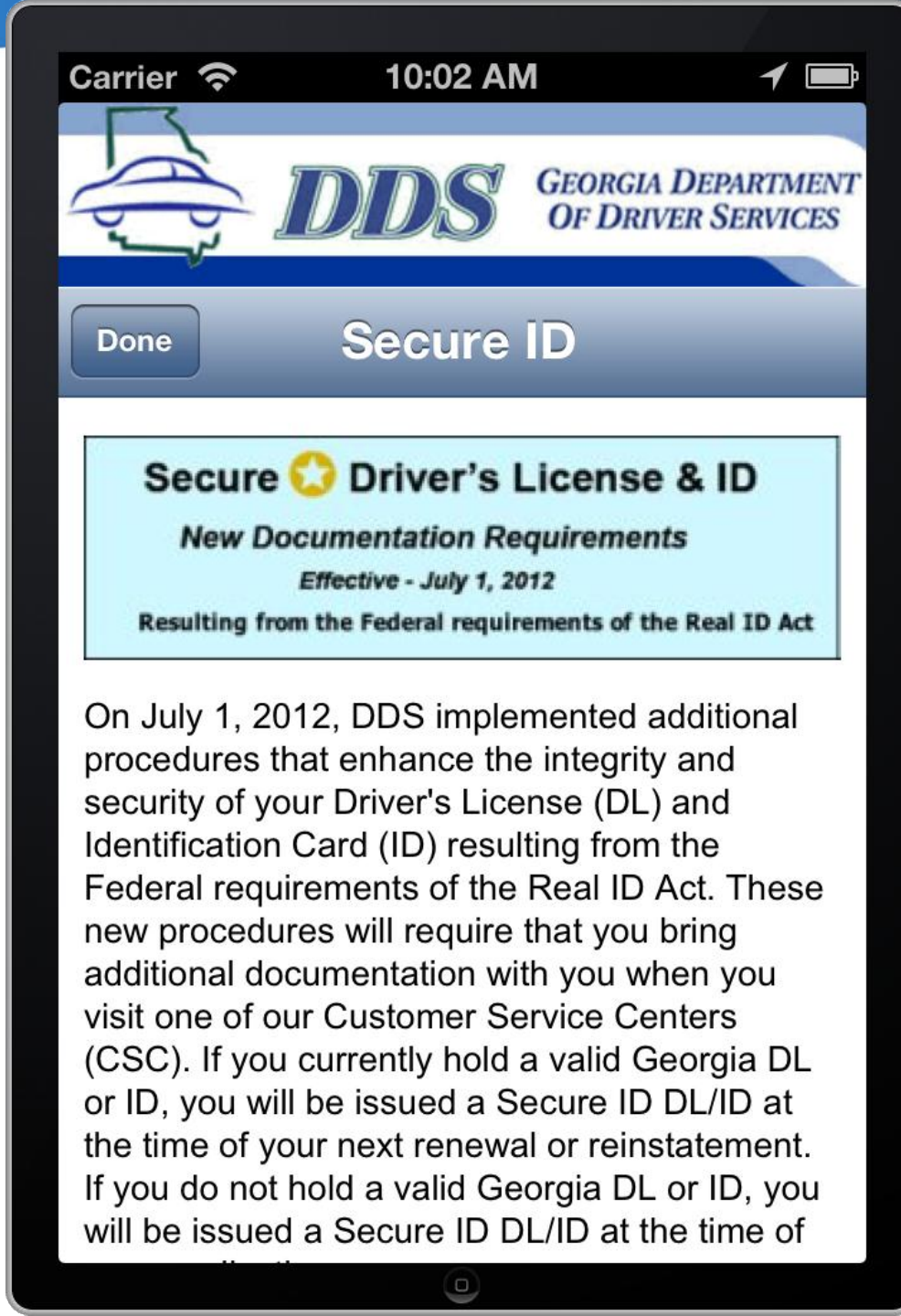
**Wait Times**

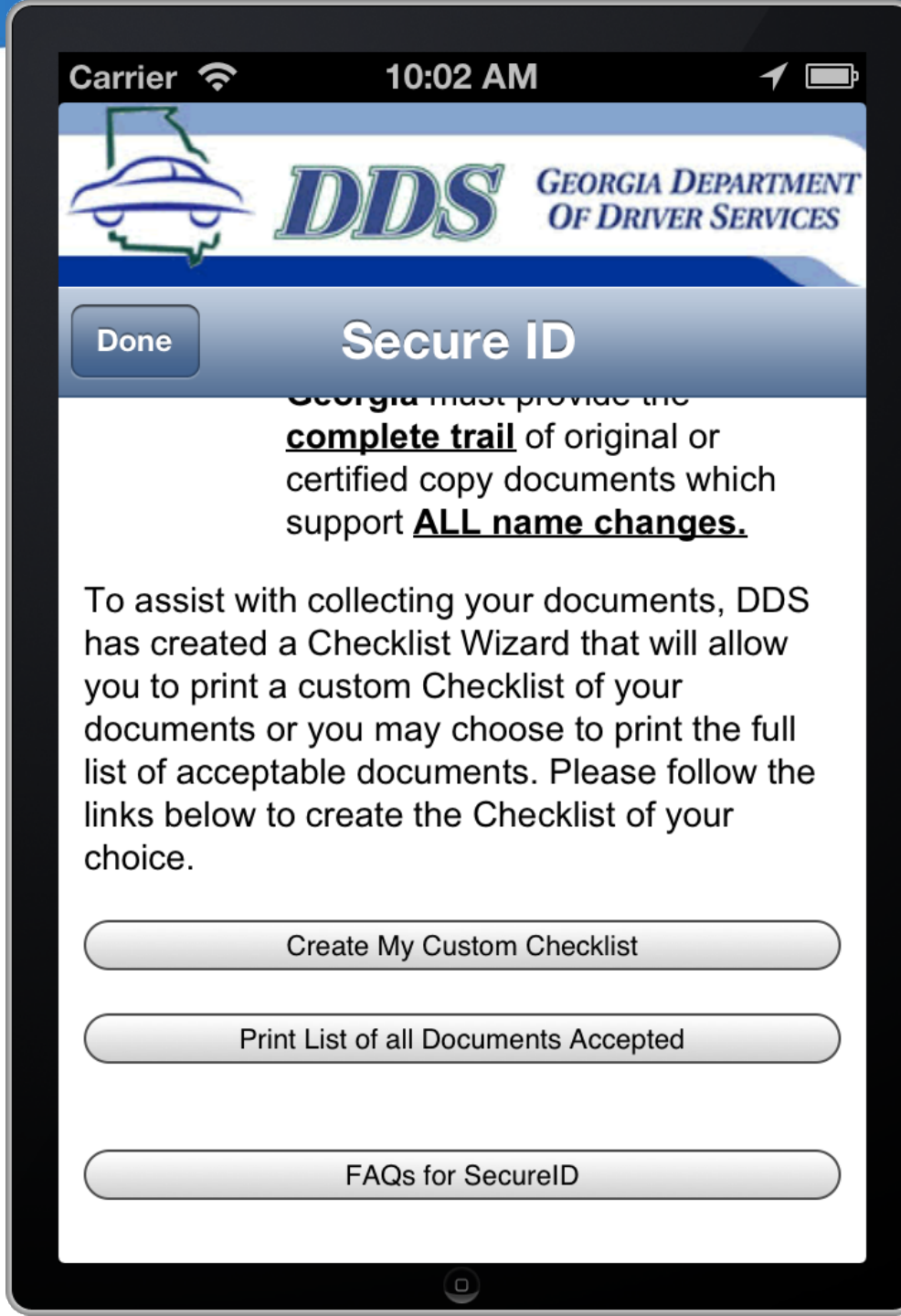
## Hours

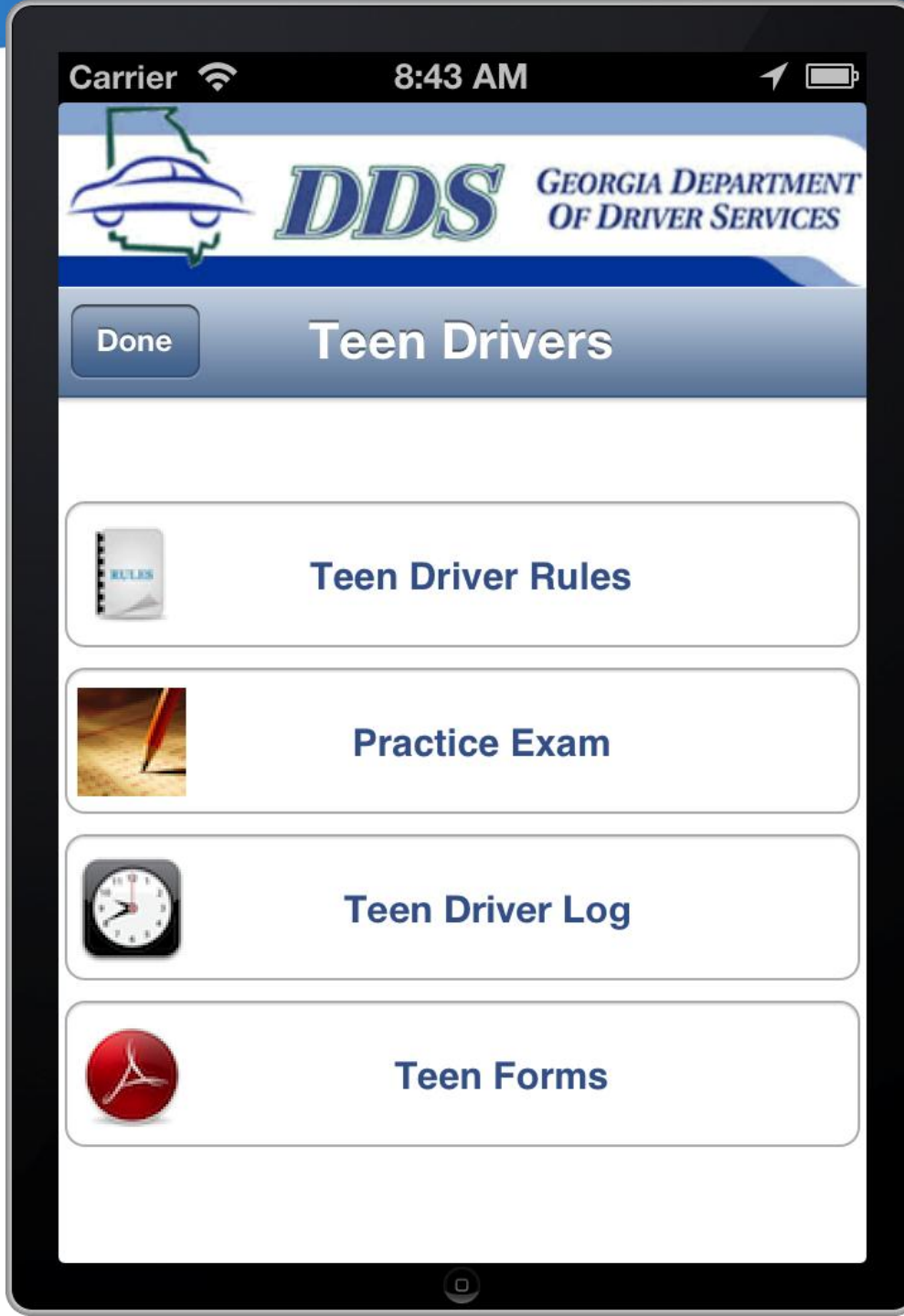
Tuesday - Friday 7:30 am - 6:30 pm Saturday 7:30  
am - 12 noon

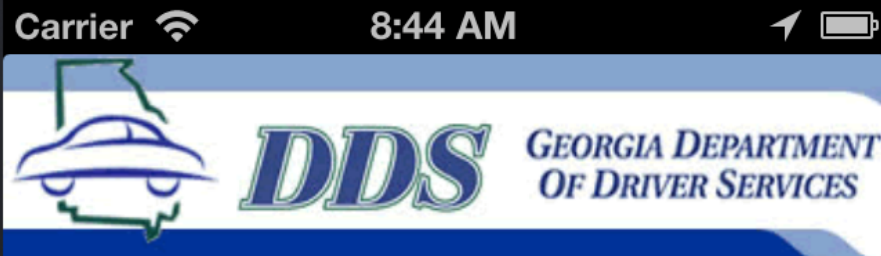
## Services

First Issuance, Replace Stolen/Lost, Renewals,  
Out of State Transfers, Regular Knowledge Exam,  
CDL Exam, Motorcycle Knowledge Exam, Regular  
Road Test, Motorcycle Road Test, Full  
Reinstatement, Driving History Report (MVR),  
Insurance Reinstatement









Done

## Teen Driver Rules

### Three-Step Process in TADRA

**TADRA** involves an intense, three-step educational process that allows the young driver to gain more experience behind the wheel:

**STEP ONE - INSTRUCTIONAL PERMIT** (CP) is granted to 15-year-olds upon successfully passing a written examination. The driver with this permit must be accompanied by a passenger who is at least 21 years old



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Done

## Practice Exam

### GENERAL KNOWLEDGE SECTION

#### Question #1

Water on the road can cause a vehicle to hydroplane. Your car may hydroplane at speeds as low as:

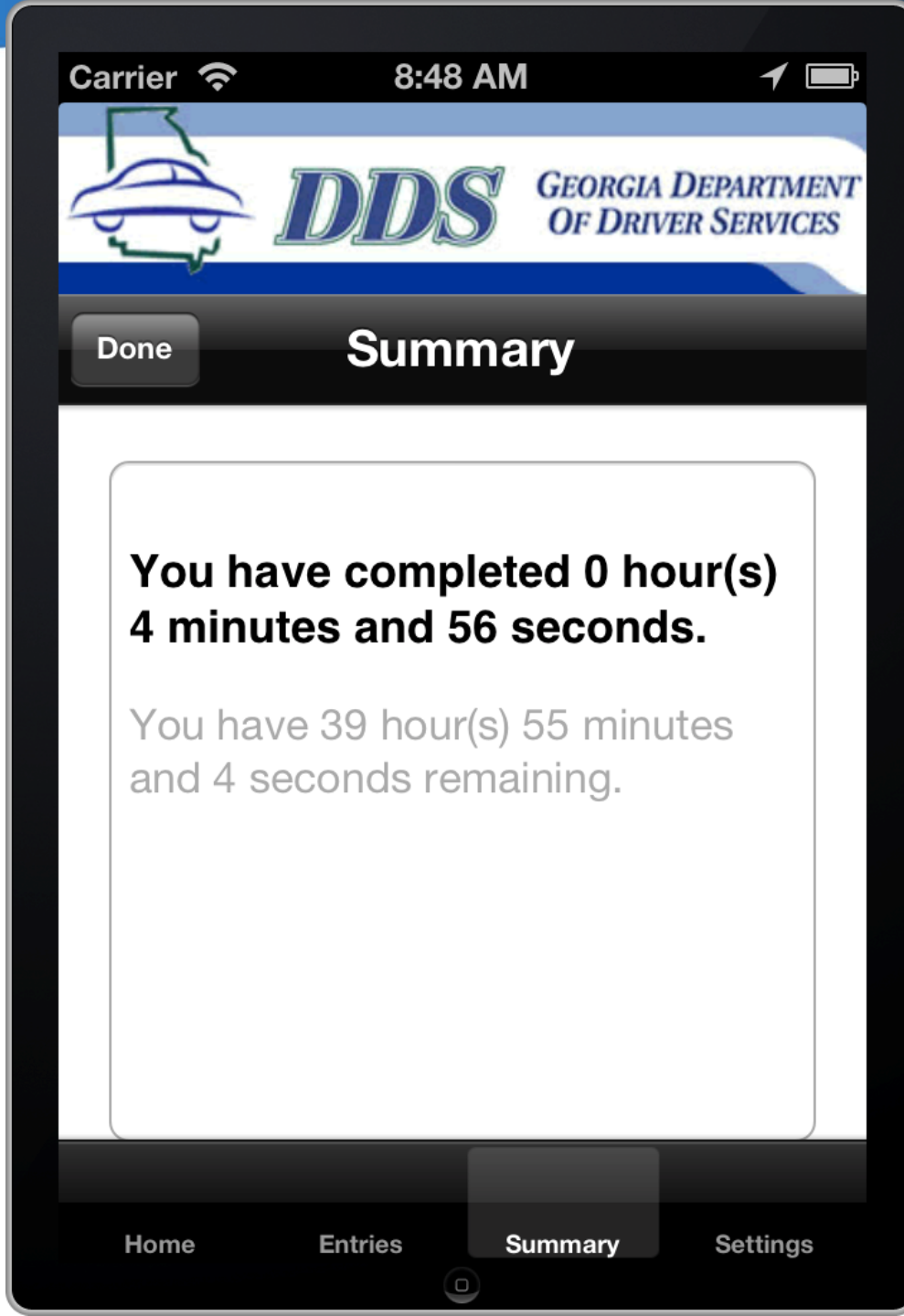
- ☐ 45 miles per hour
- ☐ 35 miles per hour
- ☐ 40 miles per hour

#### Question #2

What is the proper way to enter an expressway from the entrance ramp?

- ☐ Go down the ramp and cross









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Done

Teen Forms

# Teen Drivers



Joshua's Law

[Important Notice to All Teen Drivers and  
their Parents](#)

[Joshua's Law--More Teen Driver  
Education Information](#) 

[Joshua's Law Information Brochure](#) 

[Joshua's Law Information Pamphlet](#) 

[What Courses Can I Take to Satisfy](#)

[Joshua's Law?](#) 



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Done

## DDS News

# Press Releases and Notices

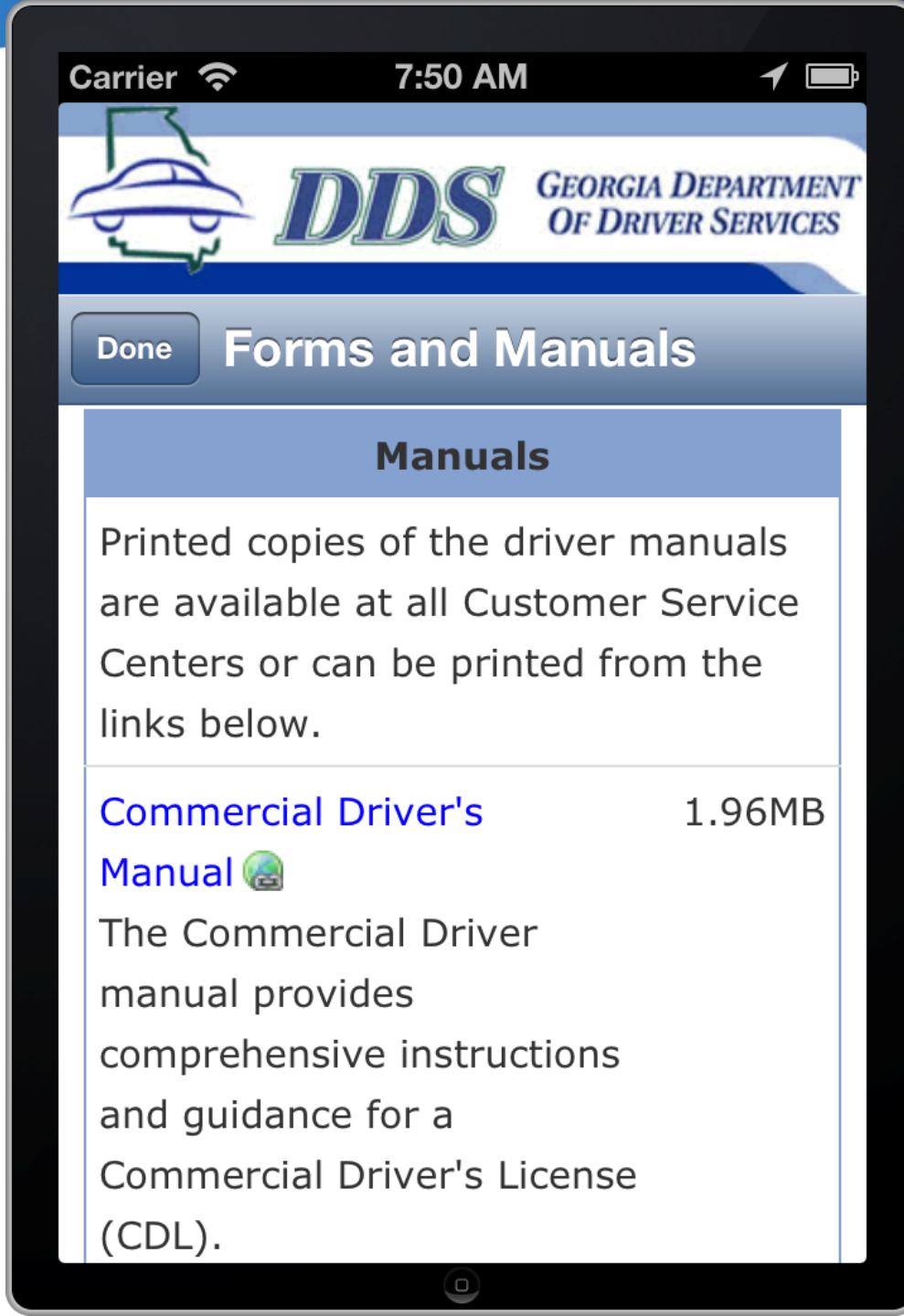


**JULY 24 2013**

[GA DDS MARKS ONE YEAR OF  
SECUREID COMPLIANCE](#)

**JULY 17 2013**

[Driver Services Commissioner  
Announces Improved Online Address  
Change](#)





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Done

## Forms and Manuals

[Commercial Driver's Manual](#) 1.96MB 

The Commercial Driver manual provides comprehensive instructions and guidance for a Commercial Driver's License (CDL).

[Parent/Teen Driving Guide](#) 1.57MB 

The 40-Hour Parent/Teen Driving guide can be used in conjunction with a 30-hour virtual driver education



# Questions



**R.I.M.**

**CSLR Director Alan Watson**

# Overview

- Reinstatement Integration and Modernization (R.I.M)
- Designed to provide consistent suspension and reinstatement information
- Reduce time to communicate requirements and complete transactions
- Reduce unnecessary calls and return visits to the Customer Service Centers



# Goals

- Reduce suspension calls to the contact center by 30%.
- Reduce visits to the Customer Service Centers (CSC) by 25%

# Solution

- Single screen to display:
  - All suspensions
  - Requirements that are not met
  - Fees required and totaled
- Detail for each suspension that provides:
  - All information related to the suspension and reinstatement requirements
  - Information can be printed

# RIM Implementation

- Phase 1 – Completed
  - Driving History Reports (MVR) process:
    - Printable at each workstation
    - Multiple requests allowed
- Phase 2 – Rollout in Process
  - Provides one screen summarizing all requirements and fees
  - Detail Screen detailing all information for each suspension
  - Information Printable at local CSC

# RIM Implementation

- Phase 3 – Internet and Requirement Communication Options
  - All information will be available through customers account
  - Customers can pay fees on-line
  - Customers can confirm requirements on-line
  - Customers can replace license on-line
  - Customers can E-Mail requirements
  - Information can be E-Mailed or Faxed by DDS TM's



# Questions



# Remarks & Secure ID

Commissioner Rob Mikell, Esq.



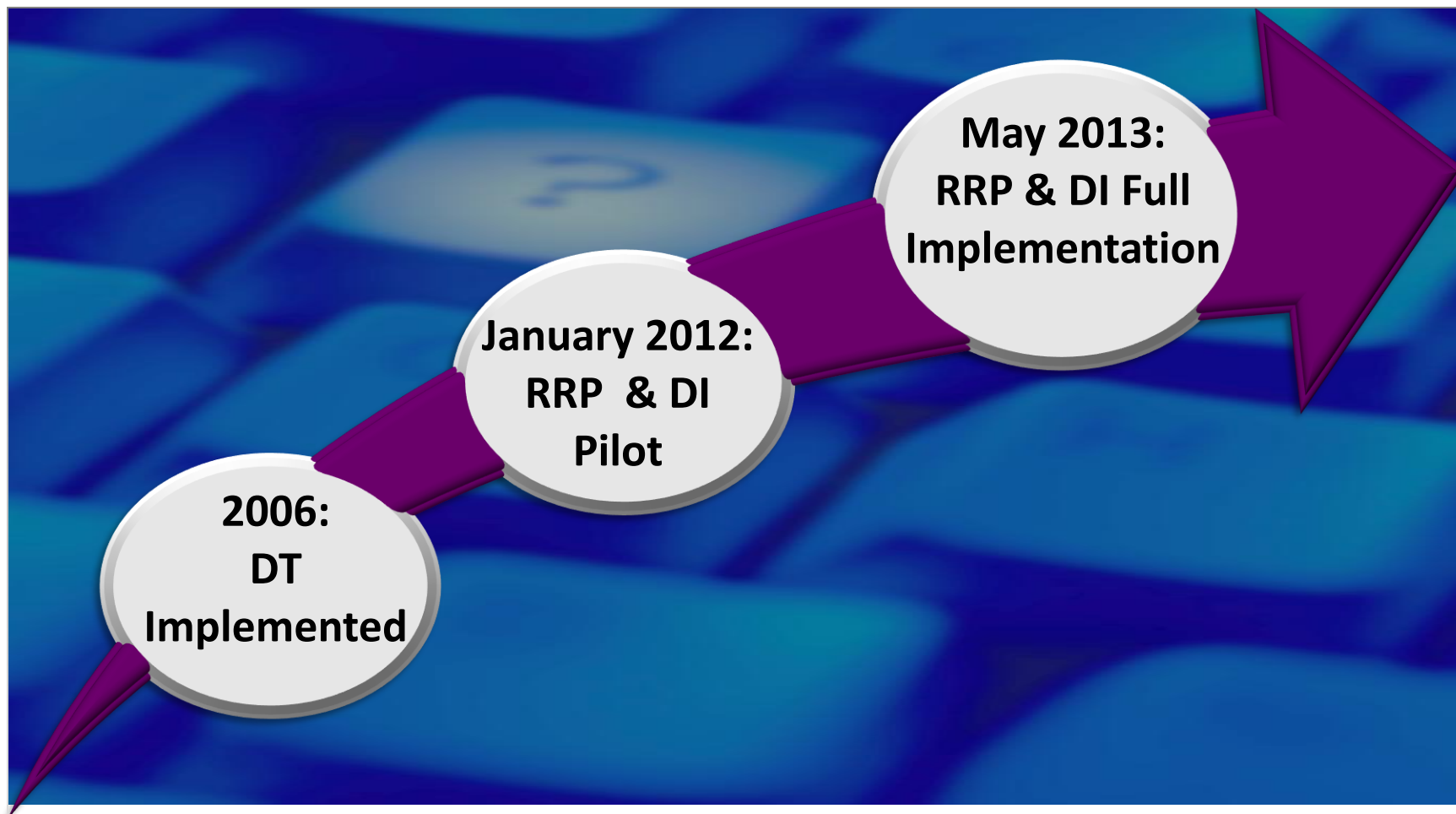
# LUNCH





# **O.C.R.A. Update**

**Manager Lynne Swaney**



# OCRA AIDS

## Cheat Sheet

- Written format
- Step by step instructions

## PowerPoint Refresher Course

- Screen shots
- Voice over

## User Guide

- Screen shots
- Step by step instructions

# OCRA UPDATES

- ✓ **DI Instructor certification #s removed from certificates.**
- **Audit reports to summarize student count by instructor and grand total – searchable by school, program type, instructor, and date range.**
- **Corrected course end dates reflect on certificates when reprinted.**
- **Course roll report font increased and session boxes made larger.**
- **Add DI course intents to the finalize course screen.**
- **Student comment box made a viewable and editable field.**
- **System changes for transmitting DI & RRP course completions to driving records.**

# STUDENT INFO



First, Middle, Last Name

Date of Birth

DL RECORD  
UPDATED

DL/ID/Permit or SSN

Gender

# VERIFYING STUDENT INFO

Request a copy of the student's DDS-issued document:

**Driver's License**

**Learner's Permit**

**ID Card**

**OR**






Students without DL/ID/Permit information can obtain a free **Suspension Status Report** from their DDS Online Services Account

## ACCOUNT HOME PAGE

Driver Status: **Valid**

Welcome, Ima Georgia Sample

[Update Profile](#) | [Logout](#)

-  [License/ID/Permit Services](#)
-  [Purchase Driving History \(MVR\)](#)
-  [Pay Super Speeder or FTA Fees](#)
-  [Suspension Status](#)
-  [Order Status](#)

### License Points

Your current license points are:

**0**

Find out more about this score by  
[purchasing a MVR](#)

[Points Chart](#)  
[Points Reduction](#)

### Important Links

[List of CSC Locations](#)

[Testing Requirements](#)

[How to reduce my license points](#)

[TADRA](#)

If you have questions regarding our web site or any of our services  
please check our [FAQs](#)



## SUSPENSION SEARCH RESULTS AS OF 3/4/2012 11:29:19 AM

Sample, Ima Georgia  
2206 East View Parkway  
Conyers, GA 30013

DOB : 08/04/1980  
License Number : 0000000000  
Gender :Female

\* For Additional Information not listed on this report  
[click here](#) to purchase an MVR

### Pending Suspension(s)

\* \* \* No Pending Suspension(s) found \* \* \*

### Current Suspension(s)

\* \* \* No Current Suspension(s) found \* \* \*

### Cleared Suspension(s)

\*Suspensions cleared within the last three years.

\* \* \* No Cleared Suspension(s) found \* \* \*

\* For Additional Information not listed on this report  
[click here](#) to purchase an MVR

Pay Fees(s)

Purchase an MVR

Return to Homepage

Print

# CORRECTING STUDENT INFO

## Do...

- Edit student info through Student Maintenance
- Always double check information entered **BEFORE** class is finalized
- Notify DDS immediately of certificate errors

## Don't...

- Enter student more than once to correct information
- Issue student more than one certificate

# OCRA ACCESS

**School Owners & Directors should remember to use the OCRA Administrator Privilege Form (RC OCRA 100) to notify DDS OCRA Support Staff when employees leave the school. OCRA access for those employees must be deactivated.**

# THINGS TO REMEMBER

Set Color Printer Options to:  
Print Color Images in Black and White

 <b>DDS</b> GEORGIA DEPARTMENT OF DRIVER SERVICES		RRP001505	
<b>PUI, ALCOHOL, OR DRUG USE RISK REDUCTION CERTIFICATE OF COMPLETION</b>			
Date of Assessment:		11/13/2011	
Date of Class Completion:		6/12/2012	
Student Information:			
Janelle	Lucille	Adams	
First Name	Middle Name	Last Name	Suffix (Sr., Jr., III)
2/18/1954			
Date of Birth	Social Security #	Driver's License # (if applicable)	
Signatures			
Student		Date	
Under penalty of law, I, the undersigned Instructor, do hereby solemnly swear that the above referenced Student successfully completed all statutory requirements of course completion. I understand that it is a crime to knowingly alter, falsify, or fraudulently use this Certificate of Completion in any manner.			
DDS Float Inst 15 Training		15151	1/30/2009
Instructor		Instructor Certification #	Date
DDS Training School 15		88888	
Program Name		Program Certification #	Phone #
1234 Due West	Conyers	GA	30012

# THINGS TO REMEMBER

## Document RRP session dates and times in the Course Comment Box

Class Start Date:

Class End Date:

Class Start Time:

Certification Number:

Instructor Name:

Course Comments:

6/1/2012 10 - 6  
 6/2/2012 10 - 6  
 6/3/2012 6 - 10



Total students selected: 2

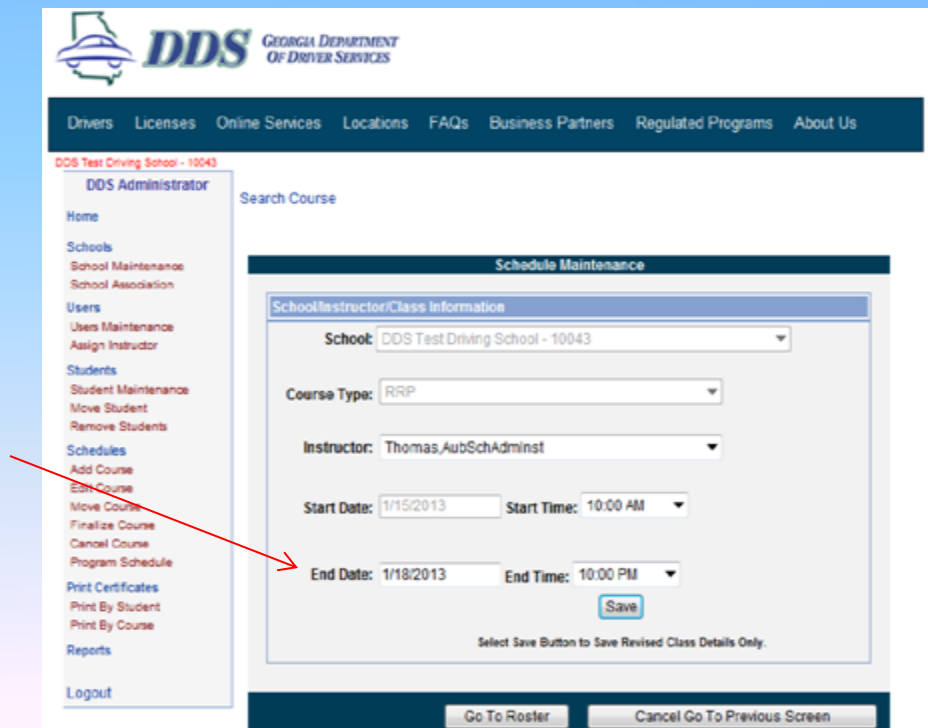
### Student Queue

Student will drop out of Queue if  
 Assessment date has expired.

First Name	Last Name	DL Number	SSN	Course Intent	
Janelle	Adams			Reinstatement ▼	Remove
Jonathon	Schwartz	752096754		Reinstatement ▼	Remove

# THINGS TO REMEMBER

Use **Edit Course** to correct course end dates that were entered incorrectly. If the class was already finalized, contact DDS OCRA Support.



The screenshot displays the DDS Georgia Department of Driver Services website. The left sidebar contains a menu with the following items: Home, Schools, School Maintenance, School Association, Users, Users Maintenance, Assign Instructor, Students, Student Maintenance, Move Student, Remove Students, Schedules, Add Course, Edit Course, Move Course, Finalize Course, Cancel Course, Program Schedule, Print Certificates, Print By Student, Print By Course, Reports, and Logout. A red arrow points from the 'Edit Course' option in the 'Schedules' section to the 'End Date' field in the 'Schedule Maintenance' form. The form is titled 'Schedule Maintenance' and contains the following fields: School (DDS Test Driving School - 10043), Course Type (RRP), Instructor (Thomas\_AubSchAdminst), Start Date (1/15/2013), Start Time (10:00 AM), End Date (1/18/2013), and End Time (10:00 PM). A 'Save' button is located below the 'End Time' field. At the bottom of the form, there is a note: 'Select Save Button to Save Revised Class Details Only.' Below the form, there are two buttons: 'Go To Roster' and 'Cancel Go To Previous Screen'.

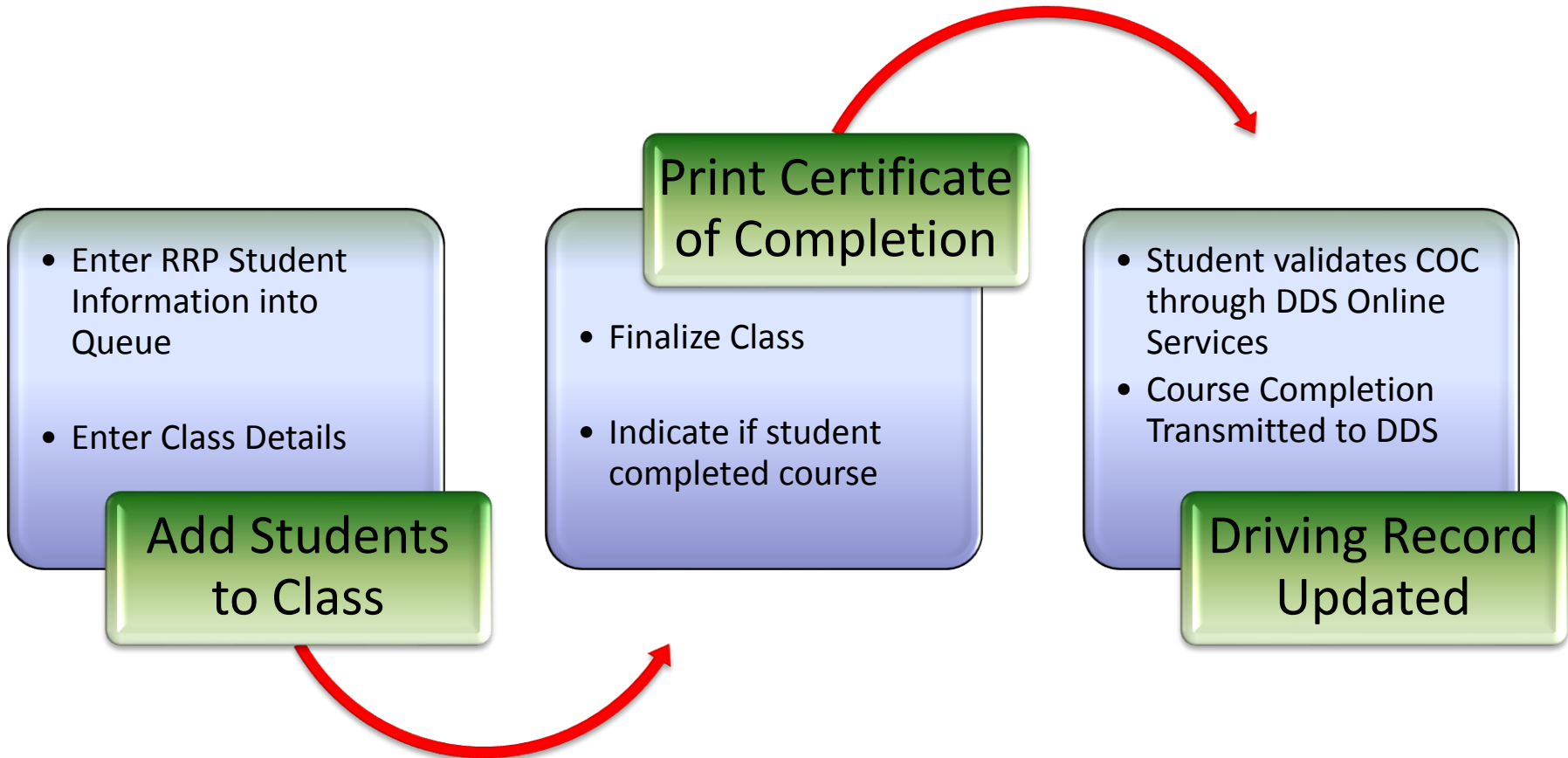
*What is RIM?*

**Reinstatement Integration  
and Modernization**

**Automatic reinstatements**

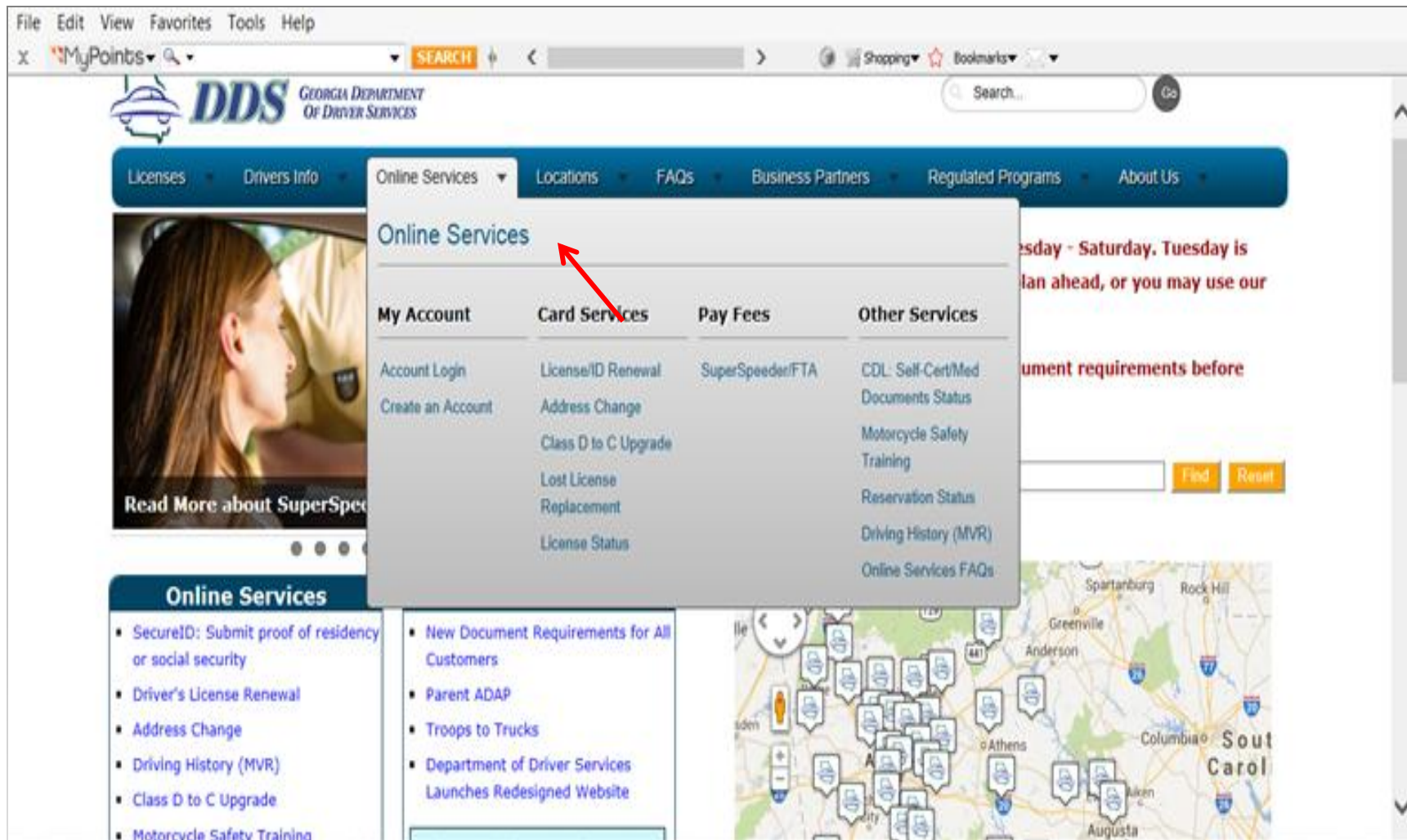
**Pay reinstatement fees  
online**

# DI & RRP COC CHANGES





# DDS ONLINE SERVICES



The screenshot shows the DDS website interface. At the top, there is a navigation bar with links: Licenses, Drivers Info, Online Services, Locations, FAQs, Business Partners, Regulated Programs, and About Us. The 'Online Services' dropdown menu is open, displaying a list of services categorized into four columns: My Account, Card Services, Pay Fees, and Other Services. A red arrow points to the 'Online Services' dropdown menu.

My Account	Card Services	Pay Fees	Other Services
Account Login	License/ID Renewal	SuperSpeeder/FTA	CDL: Self-Cert/Med Documents Status
Create an Account	Address Change		Motorcycle Safety Training
	Class D to C Upgrade		Reservation Status
	Lost License Replacement		Driving History (MVR)
	License Status		Online Services FAQs

Below the dropdown menu, there are two columns of links under the heading 'Online Services':

- SecureID: Submit proof of residency or social security
- Driver's License Renewal
- Address Change
- Driving History (MVR)
- Class D to C Upgrade
- Motorcycle Safety Training
- New Document Requirements for All Customers
- Parent ADAP
- Troops to Trucks
- Department of Driver Services Launches Redesigned Website

On the right side of the page, there is a map of Georgia showing various locations and a search bar with 'Find' and 'Reset' buttons.












# DDS ONLINE SERVICES



## Welcome to DDS Online Services!

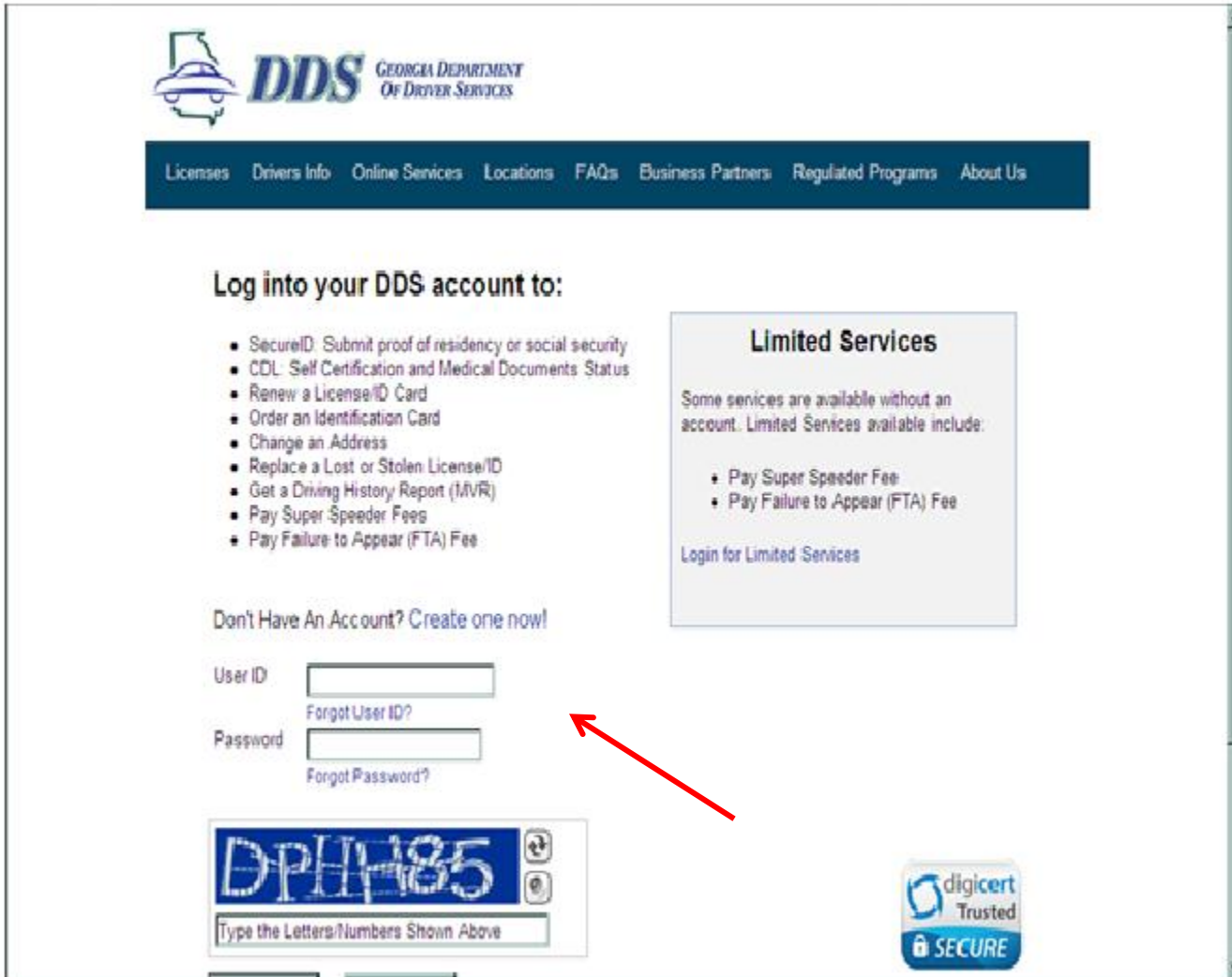
The Department of Driver Services is proud to bring E-Government services to the citizens of Georgia. Our goal is to make your experience with the Department of Driver Services easier and more convenient while preserving the privacy of personal information.

With DDS Online Services you can perform the following tasks:

-  SecureID: Submit proof of residency or social security
-  Address Change
-  Driver's License Renewal
-  Class D to C Upgrade
-  Driving History (MVR)
-  Lost License Replacement
-  Motorcycle Safety Training
-  Reservation Status
-  Pay Fees
-  CDL Self-Certification Medical Documents
-  Log Into My Account

You are attempting to access resources owned by the Georgia Department of Driver Services. If you are not specifically authorized to access these resources, do not proceed further. Unauthorized access could subject you to liability or criminal prosecution, in accordance with the Georgia Computer Systems Protection Act (O.C.G.A. §16-9-90, et seq.). Department of Driver Services Internet communications and interaction are subject to monitoring and audit. By continuing and accessing the Department of Driver Services network, you are consenting to having your interaction with and use of Department of Driver Services Internet resources monitored, audited, retrieved and copied.

# DI & RRP COC TRANSMISSION



The screenshot shows the DDS website with a navigation bar and a login section. A red arrow points to the 'Forgot Password?' link below the password field.

**DDS** GEORGIA DEPARTMENT OF DRIVER SERVICES

Licenses Drivers Info Online Services Locations FAQs Business Partners Regulated Programs About Us

**Log into your DDS account to:**

- SecureID: Submit proof of residency or social security
- CDL: Self Certification and Medical Documents Status
- Renew a License/ID Card
- Order an Identification Card
- Change an Address
- Replace a Lost or Stolen License/ID
- Get a Driving History Report (MVR)
- Pay Super Speeder Fees
- Pay Failure to Appear (FTA) Fee

**Limited Services**

Some services are available without an account. Limited Services available include:

- Pay Super Speeder Fee
- Pay Failure to Appear (FTA) Fee

[Login for Limited Services](#)

Don't Have An Account? [Create one now!](#)

User ID:

[Forgot User ID?](#)

Password:

[Forgot Password?](#)

**DPH 185**

Type the Letters/Numbers Shown Above

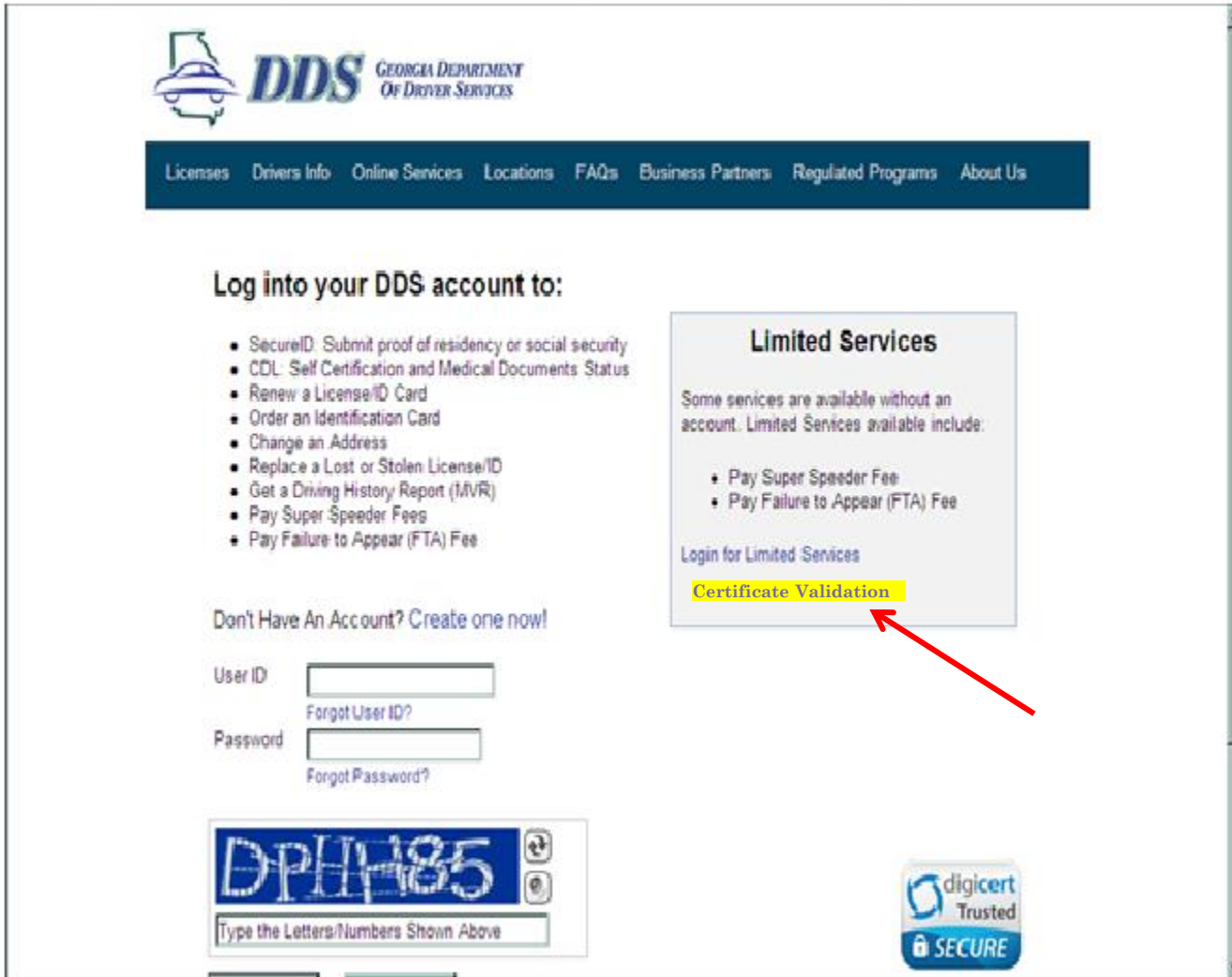
**digicert Trusted SECURE**

# DI & RRP COC TRANSMISSION

- Student will create or log into their DDS Online Services Account (must have DL# and exam/issue date to register)
- Click on **Driver Training, Defensive Driving & Risk Reduction Certificates**
- Click on **Validate a Certificate of Completion**
- Enter the Certificate of Completion number, date of birth, and PIN number
- Click **Submit**:
  - 1) If a match occurs the COC will transmit to the driving record and a pdf version of the certificate can be printed from the **Print a Certificate of Completion** option.
  - 2) If the system is not able to validate the certificate based on the student's information on the OCRA COC, a message will display stating "The information submitted does not match the record on file. Please verify the information entered. If the information entered was correct please visit a DDS Customer Service Center or contact the Regulatory Compliance Division at (678) 413-8745."
- **As a reminder, all students must receive a Certificate of Completion upon successfully completing the course. Students will continue to have the option to take their certificate into any DDS Customer Service Center to have the course completion placed on their driving record.**



# DI & RRP COC TRANSMISSION



The screenshot shows the DDS website with a navigation bar, a login section, a list of services, and a CAPTCHA. A red arrow points to the 'Certificate Validation' link in the 'Limited Services' box.

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[Login for Limited Services](#)

[Certificate Validation](#)

DPH 185

Type the Letters/Numbers Shown Above

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# DI & RRP COC TRANSMISSION



[Licenses](#) [Drivers Info](#) [Online Services](#) [Locations](#) [FAQs](#) [Business Partners](#) [Regulated Programs](#) [About Us](#)

## Certificate Validation

Certificate #

PIN #

You must enter your DUI or Driver Improvement Certificate # and the PIN# to proceed with the transaction.

10682



Type the Letters/Numbers Shown Above

Continue

Cancel

# DI & RRP COC TRANSMISSION

- Student must go to the Online Services Account page
- Click **Log Into My Account**
- Click on **Certificate Validation** in the Limited Services box
- Enter the Certificate of Completion number and PIN number
- Click **Continue**:
  - 1) If a match occurs the COC will transmit to the driving record and a pdf version of the certificate can be printed from the **Print a Certificate of Completion** option.
  - 2) If the system is not able to validate the certificate based on the student's information on the OCRA COC, a message will display stating "The information submitted does not match the record on file. Please verify the information entered. If the information entered was correct please visit a DDS Customer Service Center or contact the Regulatory Compliance Division at (678) 413-8745."

# OCRA SUPPORT

**Anna Rhoades 678.413.8746**  
**arhoades@dds.ga.gov**

**Lynne Swaney 678.413.8859**  
**lswaney@dds.ga.gov**

**678.413.8745**  
**reginfo@dds.ga.gov**





# Questions



# Legislative Update

General Counsel Jennifer Ammons, Esq.

# Limited Driving Permits



# Ignition Interlock

- Georgia law provides that residents convicted of a second or subsequent DUI within five (5) years must install and utilize an ignition interlock device (IID) on any vehicle that they own. O.C.G.A. §§40-6-391(c) and 42-8-110, *et seq.*

# Ignition Interlock (cont'd)

- Senate Bill 236 (2012) made substantial changes to ignition interlock permit eligibility:
  - Permit available after “hard” 120 day suspension
  - Must be enrolled in clinical treatment or DUI court
  - Must have court’s permission
- Defendant will hold interlock permit for 8 months.
- Eligible for permit without the interlock restriction for the balance of the suspension (6 months).

## House Bill 407 (2013)

- Interlock permits remain available after the “hard” 120 day suspension.
- Effective July 1, 2013, the interlock must be maintained for at least 12 months.
- After 12 months with the interlock, the customer can have the interlock restriction removed from his/her permit for the balance of the suspension (2 months).

# Permit Restrictions

- Permissible uses of interlock permits were modified by SB-236:
  - Going to the holder's place of employment;
  - Attending a college or school at which he or she is regularly enrolled as a student;
  - Attending regularly scheduled sessions or meetings of treatment support organizations for persons who have addiction or abuse problems related to alcohol or other drugs, which organizations are recognized by the commissioner; and
  - Going for monthly monitoring visits with the permit holder's ignition interlock device service provider.

# Permit Restrictions (cont'd)

- Interlock permits (cont'd)
  - Language allowing travel for the normal duties of the holder's occupation and for medical care intentionally deleted.
  - Requested by NHTSA so that Georgia would remain in compliance with the federal interlock requirements for multiple DUI offenders in 23 U.S.C. §164 and 23 C.F.R. Part 1275.



# Permit Restrictions (cont'd)

- Permissible uses of non-interlock permits were expanded:
  - Going to the holder's place of employment;
  - Receiving scheduled medical care or obtaining prescription drugs;
  - Attending a college or school at which he or she is regularly enrolled as a student;
  - Attending regularly scheduled sessions or meetings of treatment support organizations for persons who have addiction or abuse problems related to alcohol or other drugs, which organizations are recognized by the commissioner; and

# Permit Restrictions (cont'd)

- Permissible uses (cont'd)
  - Attending under court order any driver education or improvement school or alcohol or drug program or course approved by the court which entered the judgment of conviction resulting in suspension of his or her driver's license or by the commissioner;
  - Attending court, reporting to a probation office or officer, or performing community service; or
  - Transporting an immediate family member who does not hold a valid driver's license or work, medical care, or prescriptions or to school.

# Room for Change in 2014

- Federal law changed in late 2012 to lift the limitations on ignition interlock permits.
- Legislative changes to the permit restrictions in O.C.G.A. §40-5-64 are likely to be sought in 2014.

## Ignition Interlock (cont'd)

- Prior to January 1, 2013, customers exempted from the ignition interlock requirement due to financial hardship are not eligible for any other type of permit, so they serve a “hard” 18-month suspension.
- As of January 1, 2013, customers exempted from the ignition interlock requirement due to financial hardship are not eligible for a permit for the first year of the suspension, but they are eligible for a permit for the final 6 months of the 2/5 DUI suspension.

# Drug Suspension Permits

- Governor Deal's Criminal Justice Reform Panel identified drug suspensions as an area in which courts could use the possibility of driving as a motivator for efforts toward sobriety.
- House Bill 349 allows drug court programs to authorize the issuance of a limited permit on a drug suspension.
  - Effective July 1, 2013.

# Following Legislation

- To obtain full-text copies of bills or monitor bills under consideration by the General Assembly in 2014, please visit [www.legis.ga.gov](http://www.legis.ga.gov).

# Licensing Non-Citizens



# Foreign Reciprocity

- House Bill 475 allows the DDS to enter into reciprocal agreements with foreign governments whereby the citizens of those countries could be issued a Georgia license without written or road testing.
  - Georgia residents eligible for the same benefit in those countries.
  - No change to lawful presence standards.
  - First agreement with South Korea signed July 1, 2013.



# License as Public Benefit

- Senate Bill 160 expanded the statutory definition of public benefit in O.C.G.A. 50-36-1 to include a driver's license.
  - Already included identification cards
  - Effective July 1, 2013
  - Requires affidavit of lawful presence and documentary proof of immigration status (already in place for Real ID).

# Temporary Extensions

- Effective January 1, 2014, Senate Bill 122 will allow the DDS to grant a temporary renewal to a non-citizen customer who has applied for an extension of his or her lawful status in the United States.
  - Must provide proof of application for extension;
  - Current card must be expired or set to expire within 30 days; and
  - Allows a single extension for 120 days.

# If you need more information. . .

## Contact Information:

DDS Legal & Investigative Services

P.O. Box 80447

Conyers, Georgia 30013

(678) 413-8765

[jammons@dds.ga.gov](mailto:jammons@dds.ga.gov)

[www.dds.ga.gov](http://www.dds.ga.gov)



# Questions

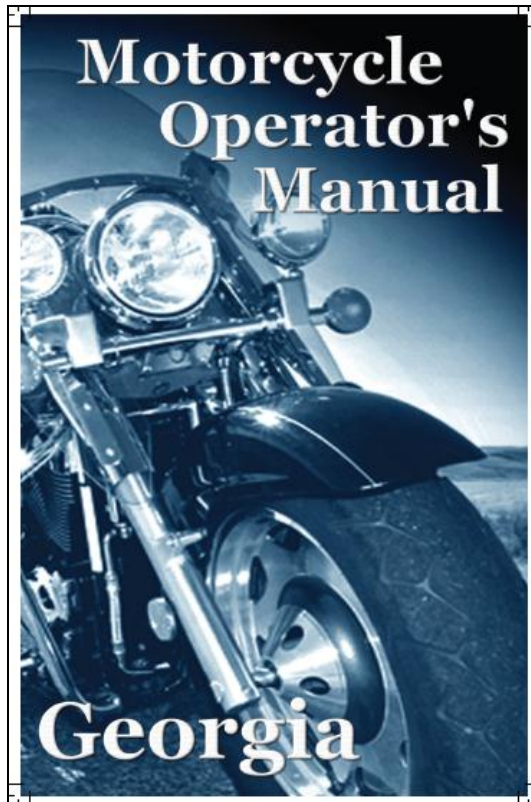


# New Manuals

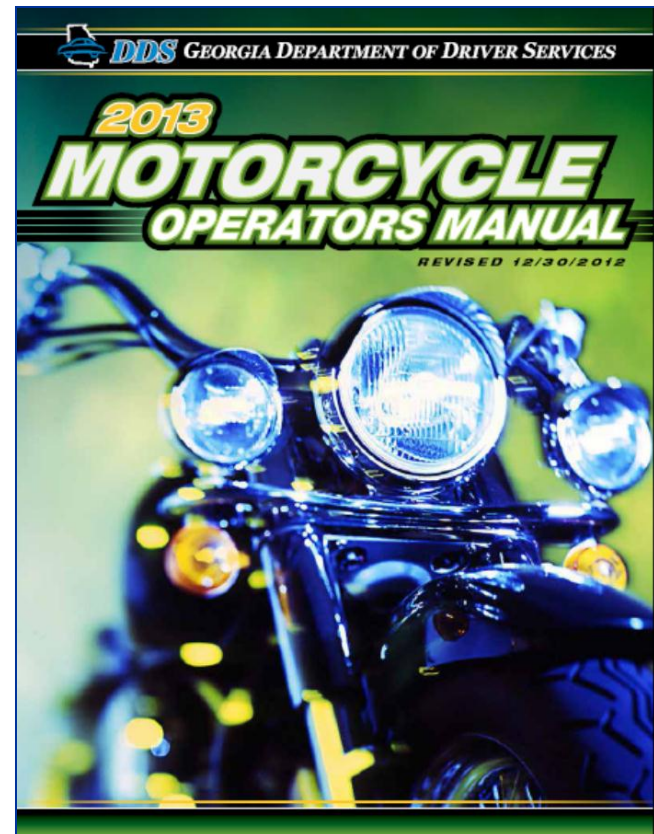
**BSU Manager Brett Young**

# New Manuals Project

## 2012 Motorcycle Manual

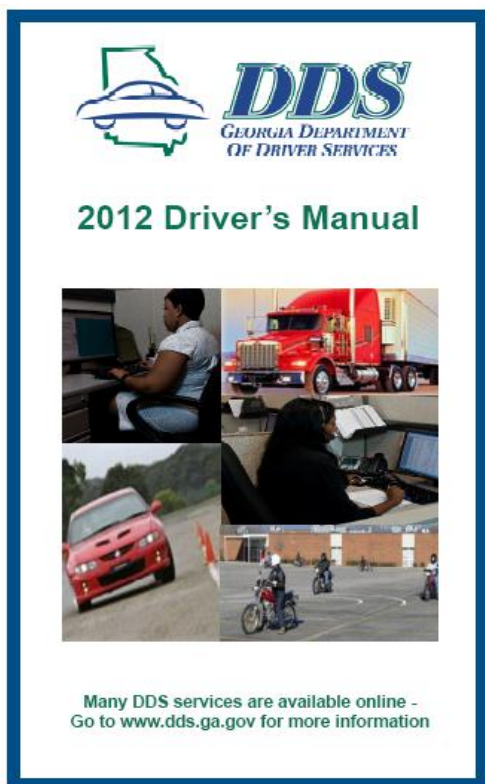


## 2013 Motorcycle Manual

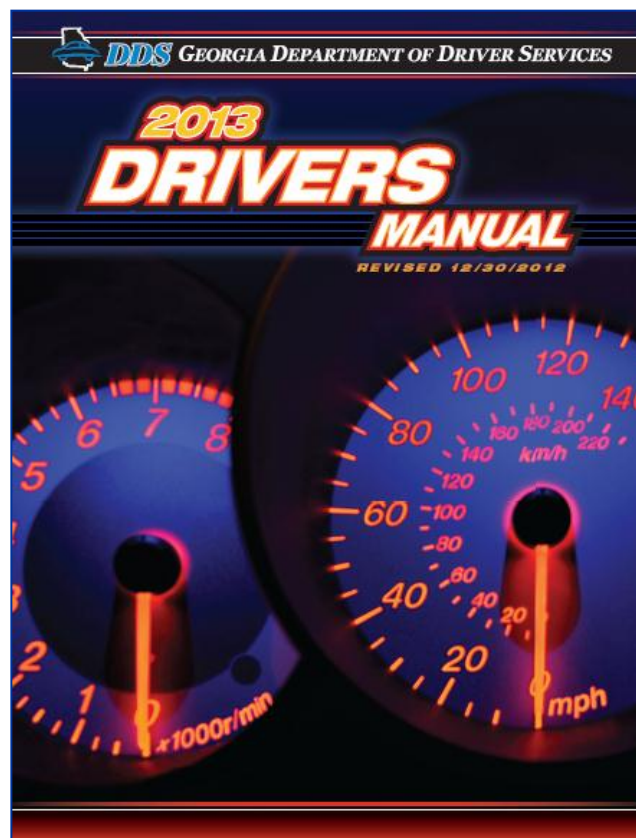


# New Manual Project

## 2012 Driver's Manual



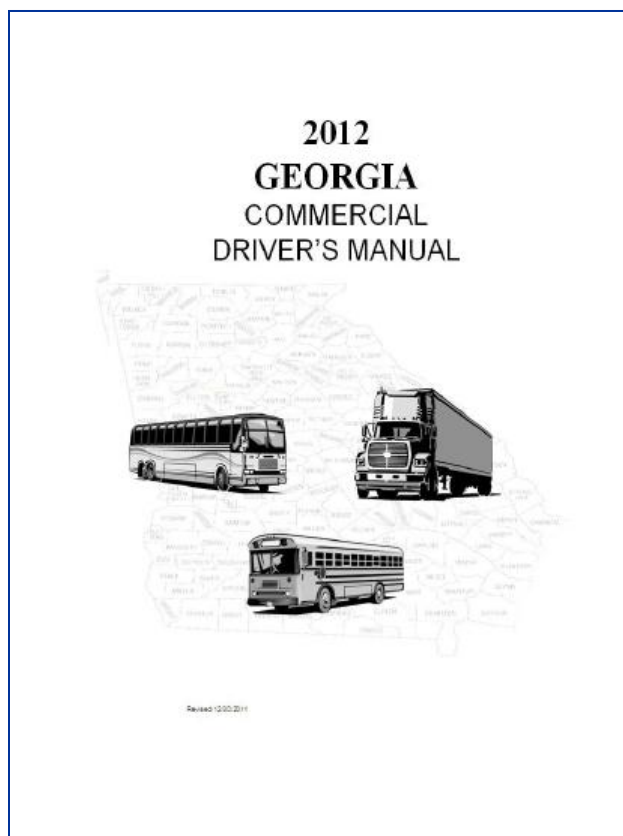
## 2013 Driver's Manual



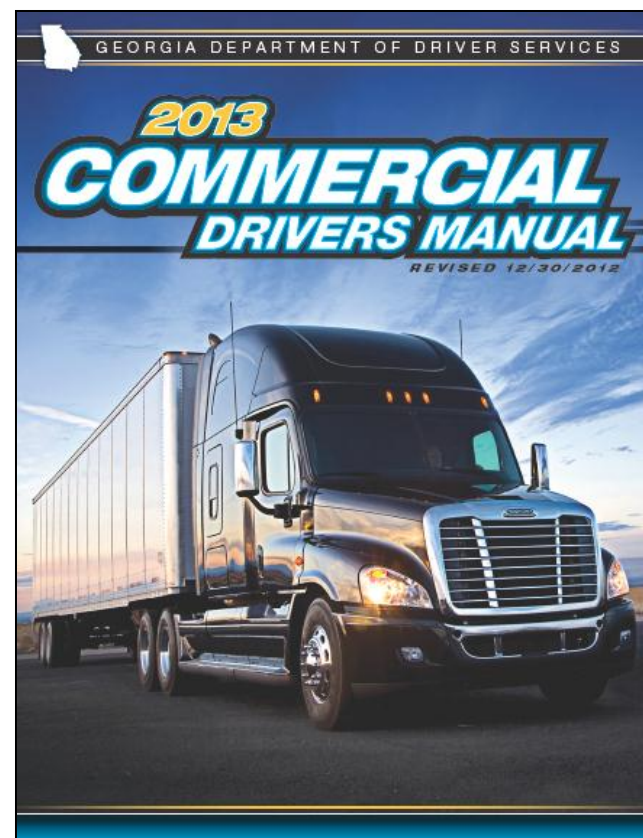


# New Manuals Project

## 2012 CDL Manual



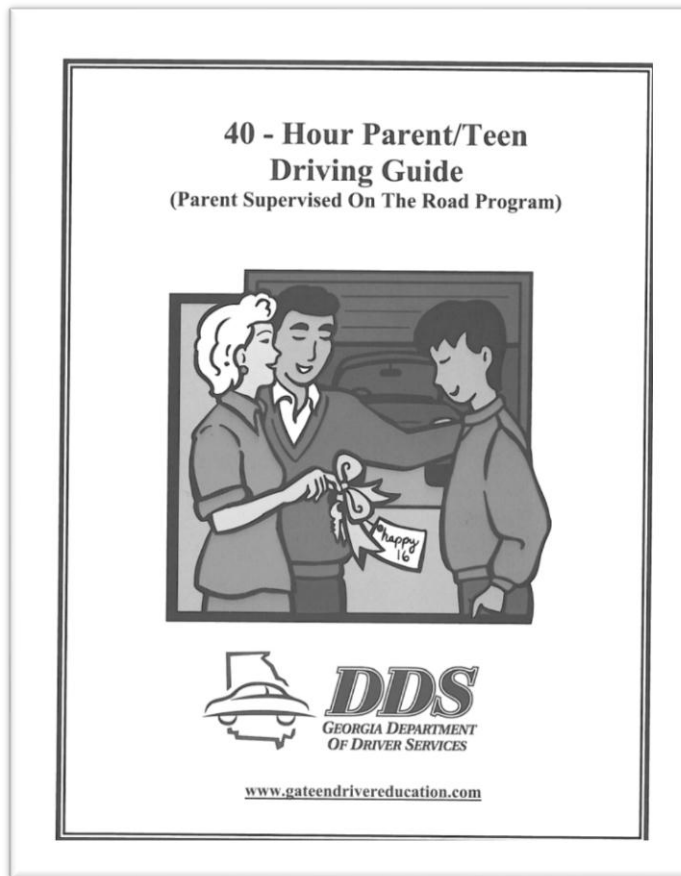
## 2013 CDL Manual





# New Manuals Project

## 2013 Parent/Teen Driving



**New Parent/Teen Driving**  
**COMING 2014**

# Vendor Contact Information

**JF Griffin Publishing**

**[www.jfgriffin/eregulations.com](http://www.jfgriffin/eregulations.com)**

**413.884.1001**



# Questions



# MSP Update

Jim Kelly



# Vision Statement

**Foster and promote safe motorcycle riding through quality rider education, a variety of training courses, and a comprehensive public awareness effort.**



# Overview

- Student fee funded
- Statewide Rider Education
- Promote motorcycle safety
- SME to government agencies
- Promote motorist awareness
- Rider Skill Test Examiner training
- Private motorcycle training schools



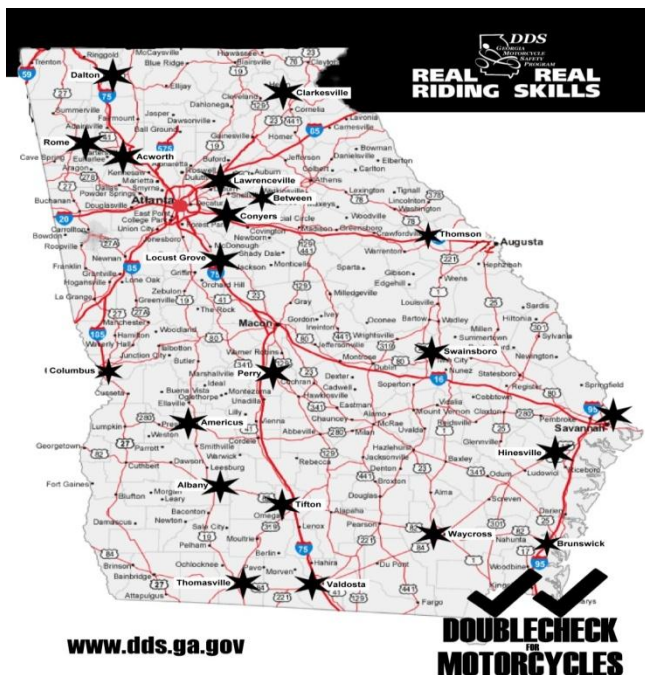
# Partners





# Training Sites

- 21 GMSP operated sites
- 13 GMSP-approved sites



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SAFETY  
PROGRAM

**REAL RIDING REAL SKILLS**



# Courses

- **Basic Course - 2 days**
- **Experienced Course (LW) - 1 day**
- **Advanced Course - 1 day**
- **Coach Prep - 7+ days**
- **GMSP Certification Course - 1 day**
- **RST Examiner Training - 1 day**
- **Mobile License Testing**
- **Various presentations**



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SAFETY  
PROGRAM

**REAL RIDING REAL SKILLS**

# Coaches

- **GMSP Coaches hold both state and national certifications for rider education**
- **Coaches participate in various professional workshops as part of their certifications.**
- **Coaches attend an annual Update (the third Saturday of January)**
- **Coaches can be employed by the DDS or by an approved training provider**
- **Currently, there are 92 Coaches statewide**



# Outreach



**DDS**  
GEORGIA  
MOTORCYCLE  
SAFETY  
PROGRAM

**REAL RIDING SKILLS**



# New This Year

- GMSP is now a part of the Regulatory Compliance Division
- A new hiring process implemented
- A time tracking component added
- GMSP forms, reports, and customer communications are being standardized per current Regulatory Compliance standards
- GMSP is now using Concur, an online travel and expense system
- The GMSP web pages have been updated and redesigned





**Everything looks better from the  
inside of a motorcycle helmet**

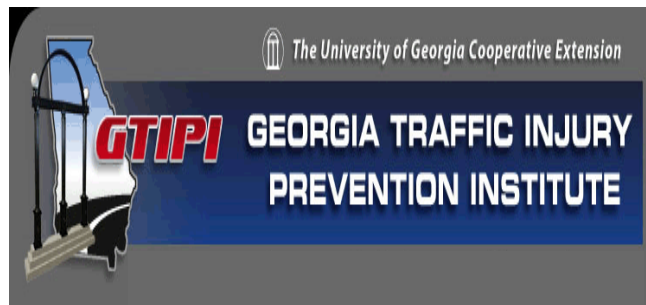


# Questions



# Closing Remarks

## RC Director Kecia Bivins





# Ask DDS Day



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***GEORGIA DEPARTMENT  
OF DRIVER SERVICES***